New England Deaconess Hospital

pulse

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Deaconess Breaks Ground On Five-story CRI Addition

An official ground breaking ceremony on May 22 marked the beginning of a new five-story wing to the Cancer Research Institute. When completed in March 1980, the $950,000 addition will expand the current institute by more than a third. The new wing will greatly increase the educational research laboratory as well as office and support space.

Current plans call for the addition to be completed in two phases. During phase one, which has already received $750,000 in funding, Walsh Brothers Construction Company of Boston will erect the structure. Two of these floors will be completed for immediate use. The other three will be left semi-finished pending additional funding.

An architect's rendering of the new five-story addition to the Cancer Research Institute.

The Deaconess Hospital has long been associated with cancer research and treatment. In 1928, the Palmer Memorial, now a general medical/surgical patient building, was established at the hospital primarily for the care of cancer patients. In 1948, a cancer detection clinic was started at the Deaconess and in 1951, the Cancer Research Institute was completed, the first such building in New England designed exclusively for the study of cancer.

During the past 27 years a wide range of cancer research has been performed at CRI in biological chemistry, biophysics, experimental pathology, hematology, radiobiology and X-ray diffraction. Over this period some 635 articles and papers have been published by the institute's staff which now numbers 53 professional and support personnel.

Mrs. Leo P. Krall, president of the Friends of the Deaconess, presents a check for $50,000 to NEDH President Laurens MacLure for the addition to the Cancer Research Institute.

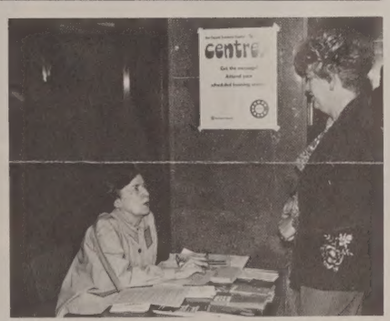
Lobby Hostesses Welcome Visitors

Hospitals can be cold and imposing institutions to visit when a relative or friend is sick. Recognizing this fact, the Volunteer Department, headed by Mrs. Jane Tilley, has placed volunteers in the Farr lobby to create a warm and comforting atmosphere for visitors.

Volunteers Myrtle Ford, Virginia Lemay and Margaret Holtz work 4-8 hours a week in the lobby, directing visitors to various departments, watching for people who are alone and desire company and passing out magazines to visitors in the waiting area. They also give out flyers on Boston entertainment spots to out-of-town visitors, information on the Deaconess and health care brochures. Chief Receptionist Linda Murray oversees the hostesses and helps to define their responsibilities.

Beyond regular hostessing functions, volunteers have become "family" to some visitors. Miss Ford, a volunteer since July, arranged a free lunch for one woman and on another occasion amused three young children with crayons and coloring books while their parents visited a sick relative.

"I don't know of any other hospital that has a built-in baby sitting service," laughed Miss Ford. A former nurse, she retired two years ago and missed dealing with people, so she decided to do volunteer work at the Deaconess. Miss Ford is also active in the Visiting Nurse Association and the Diabetes Association, and plans to set up a Medicare information program for elderly people in her hometown, Newton (MA).



Welcome to the Deaconess — *Mrs. Margaret Holtz, lobby hostess volunteer, offers assistance to a hospital visitor.*

Miss Lemay, a former Charlestown Savings Bank employee for 30 years, has so far logged 450 hours of volunteer time in her two years at the Deaconess.

"I'd go mad staying at home," said Miss Lemay, an Arlington resident, "I must have a commitment to do

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Hairdresser Rosa Ortiz: Bilingual In the U.S.

Many people may still be startled to turn on the morning TV news and hear it delivered in Spanish, or accompanied by sign language – or they may be surprised to see public signs and instructions written in foreign languages. But for some people like Rosa Ortiz, Deaconess hairdresser, the bilingual consciousness of American society has come 15 years too late.

When Rosa arrived in New York City from Ecuador, South America in 1962 she had $15 in her pocket and knew few words in English. Not having enough money to go far, Rosa called a California friend, who had arranged her visa papers, and obtained a contact's address in Norfolk (VA), which she managed to reach by bus. For the next four years Rosa led a rather confused existence as she struggled to learn English, the language she believed would open up an entirely new life for her.

Rosa, 21 when she arrived in the United States, had wondered for years about this country, what it looked like and how people lived. "I worked for two years as a waitress in Ecuador, saving money to come to the U.S." said Rosa, "My family was very much against the idea because it was a terrible scandal for a girl to leave her parents before marriage."

A strict Catholic upbringing reinforced these values as Rosa helped her father on the farm. Her mother died when Rosa was 19, leaving Rosa to care for two younger children. But Rosa didn't want to suffer the way her mother did, just getting by day-by-day, depending on a man to support her.

"I wanted to learn English so I could get a better job," said Rosa, "I needed to do something with my hands and mind, to educate myself so I could gain security and have things for myself." She was unable to learn English in Ecuador because of her father's displeasure, so she had no choice but to override her boyfriend's and father's threats and come to the United States.

After working six months as a waitress in Norfolk, Rosa became a housekeeper for a family in nearby Charlottesville. "I was treated like a slave, just used for the services I could provide," said Rosa. "I slept in the bathroom the family used, and the wife hid the dictionaries so I couldn't learn English." Living on $25 a month, Rosa sent money to her family, who never knew how miserable she was.

Rosa Ortiz, Deaconess Hairdresser, sets a patient's hair as she recounts her experience adjusting to life in the U.S.

Rosa tolerated this treatment for two years until, frustrated by her lack of progress, she returned to Norfolk. Rosa boarded in a nursing home for two weeks while she tried to find

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Festivities: 360 Employees Attend Gala 24th Service Award Dinner

The evening of April 5th was clear and cool, the attire resplendent and the mood joyous as 360 Deaconess employees dined and danced at the 24th Annual Service Award Dinner at the Sheraton-Boston. Once again, good food, good company and good music proved an unbeatable combination.

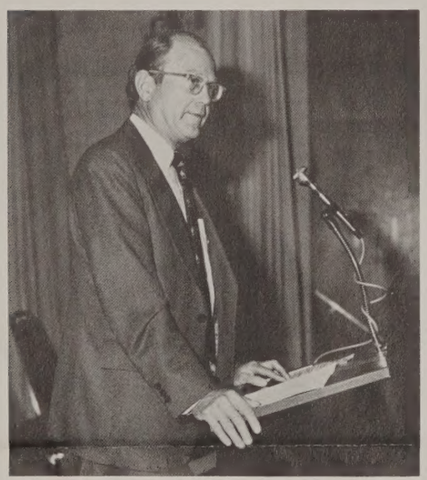
After the invocation by Chaplain Guy Steele and a greeting from the board of trustees by Vice Chairman Colby Hewitt, Jr., President Laurens MacLure spoke on "What's new at the Deaconess." Director Richard E. Lee then presented service awards of merit from the General Board of Health and Welfare ministries of the United Methodist Church to those employees having 25 or more years of service. Their photos appear on page 3.

Following a full course dinner of prime ribs of beef, Rudy Delcore's orchestra enticed many dancers out onto the floor while others socialized at the tables or in small groups. The evening passed by all too quickly.

All Aboard — Maria Gil, Maria Martins, Rose Pereira, all of housekeeping; Francesco Martins, dietary; and Nadia Colon, housekeeping, prepare to board a waiting bus outside the hospital for the brief trip to the Sheraton-Boston.

"I could have danced all night" - and many did, too, as Rudy Delcore's orchestra blended an irresistible mixture of old favorites and current hits. Where does the time go when we're enjoying ourselves?

Lynne Sallinger, pharmacy services, and her husband, Vincent, take a break between dances.



Vice Chairman of the Board Colby Hewitt, Jr., brought good wishes from the board of trustees to the employees at the 24th annual service award dinner at the Sheraton-Boston.

Charleston, Charleston — Ann Hurley, nursing service, and John Gilrane, safety director, cut a rug to a hit from the 20's.

The caption for this photograph could easily be "They're playing our song" as Parthenia Cofield, building services, and Ray Dix, administration, dance to an old favorite.

Quite a spread — Anthony Graffeo, maintenance, his wife Bernadette and Dominic Apruzzese, a retired carpenter from the maintenance department, enjoy conversation and the appetizers to a full course prime rib dinner.

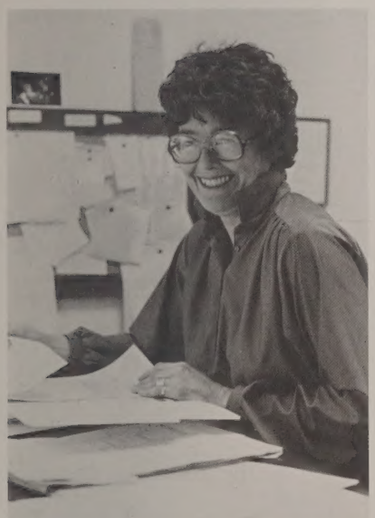
NEDH Director Richard E. Lee (3rd - l) with recipients of service awards of merit (L to R) Raymond Dix (25 years), administration; Erminie M. Smith (25 years), patient service; Margaret M. McLean (25 years), health coordinator; Dr. W. Eugene Knox (25 years), Cancer Research Institute; Janie G. Chapman (30 years), nursing school; and Johanna E. Dwyer (25 years), nursing service. Not present for the photo were Joan Randle (30 years), nursing school, and James J. Halligan (30 years), laundry.

Above – *Joan Randle, associate director of the School of Nursing, is amazed at the changes at the school since she arrived in 1948. "When I came, there was a faculty of seven teaching members and about 200 students," said Miss Randle. "At that time nursing education in hospital schools had two masters: criteria for diploma programs and nursing service needs. Now, the criteria still remains, but students learning experiences are planned according to curriculum objectives and individual students' needs. The school of nursing, however, shares the same broad goals as nursing service – that of providing quality nursing care." A Waban resident, Miss Randle is responsible for membership and fundraising in the Diploma Nurses Association in Massachusetts. Miss Randle's professional responsibilities leave her little free time but she manages to attend the opera occasionally and enjoys travel and classical music.*

Right – *Dr. W. Eugene Knox has devoted the past 25 years of his life to cancer research at the Deaconess. As head of the Biochemical Department of the Cancer Research Institute, Dr. Knox has conducted experimentation on how human cells live and are affected by cancer. "One interesting shift in cancer research over the years," Dr. Knox notes "has been the increasing emphasis in investigating the role chemical substances play in causing cancer in humans." Dr. Knox eagerly awaits the new addition to CRI and with it expanded experimentation.*

A serious fisherman, Dr. Knox has what all true anglers dream of his own one-acre fish pond in the country in which he breeds an estimated 2000 large mouth bass.

Left – *Johanna Dwyer has been involved in nursing at the Deaconess for the past 25 years. During that time, she has worked her way up through the ranks to administrative assistant of nursing services. In her present position, Miss Dwyer assists in the orientation of new staff members and acts as a liaison between the nursing department and the Dimock Community Health Center's Health Vocational Training Program, a Roxbury-based organization whose students (shown in the photo with Miss Dwyer) are trained by the Deaconess as nursing assistants. Miss Dwyer is known throughout the hospital for her sincere interest in all personnel. She resides in Milton and in her spare time loves reading and visiting family and friends.*



Above – *As supervisor of patient services, Erminie M. Smith oversees all admitting and inpatient billing at the hospital. She came to the Deaconess 25 years ago and began working in the pharmacy as a receptionist and accounts receivable clerk. Mrs. Smith is currently involved in the computerized patient billing system which will go into effect the end of May. She lives in Hingham with her husband, two cats and a dog. In her spare time, she enjoys gardening and photography.*

Above – *A 1938 graduate of Boston City Hospital School of Nursing, Margaret M. McLean joined the hospital nursing staff 25 years ago as health coordinator. In that position, she supervised the operation of the employee and student health clinic. During that time, she saw the number of yearly employee visits to the clinic almost triple from the 5000 seen in 1954. Recently, Mrs. McLean has been providing community service for the hospital by assisting the Boston School Department with their immunization program. She is also coordinating an extension of the hospital health care program for Deaconess retirees and employees ill at home. Mrs. McLean enjoys photography and doll collecting and plays the organ at weekly church services in the Dooley Chapel. She resides in Braintree with her husband, Harold.*

Above – *Twenty-five years ago, Raymond Dix answered an ad for a chauffeur at the Deaconess. Since then, Ray's duties at the hospital have kept him on a hectic pace. He averages eight to ten runs a day which take him to the medical library, the post office, stores, banks, hospitals, the blood bank and delivering people to meetings of all sorts. If you ever need to learn the quickest way of getting somewhere in Boston - just ask Ray - he's the master of the shortcut. Ray lives in Roxbury and in his spare time enjoys following the Red Sox and listening to string guitar and piano music.*

Left – *Assistant Director of the School of Nursing Janie Chapman began as an instructor in the school 30 years ago. "Classroom teaching consisted mostly of the lecture method, and we followed students throughout the hospital. Two classes were admitted each year. Now we have one class a year, and teaching is done primarily in small groups. The same instructor works with the student in both the classroom and the clinical area." Mrs. Chapman lives with her husband, Sumner, in Plymouth (MA) by the seashore, and commutes to the Deaconess daily on the 5:30 a.m. bus. She enjoys many hobbies including photography, gardening and crewel.*

Above – *Thirty years ago at the ripe old age of 14, James J. Halligan began working in the hospital laundry. With the exception of a brief absence during the Korean War, Mr. Halligan has walked daily from his Brookline home to the 7 a.m. - 3:30 p.m. shift as an extruder operator. An avid sports fan, Mr. Halligan co-founded the Deaconess softball team along with Bill Barry, Joslin Clinic, and Charlie Schraub, former chief pharmacist.*

Deaconess News in Brief

Lecture Circuit

Rev. Guy L. Steele, director of the Department of Pastoral Care at the Deaconess, spoke at the third annual Community Prayer Breakfast in Laconia (NH) on Good Friday, April 13. The breakfast was sponsored by an ecumenical citizens' committee and was attended by over 150 persons.

Assistant Director **Robert Pence** delivered a major paper on "Hospital Administrator's View of the Hospital Tumor Registry" at a tumor conference sponsored by the American Cancer Society in Pittsburgh (PA) on April 30.

Peter Campisano, associate director, gave a lecture on "Social and Political Theory on Health Care Planning" at the University of Lowell (MA) on April 19.

Appointments

Hospital Director **Richard E. Lee** was elected to a one-year term as chairman of the Metropolitan Boston Hospital Council on May 8. He previously served as vice-chairman.

New Assistant Security Manager — *Tom Davis has recently been named assistant manager in the Security Department. Mr. Davis previously worked 28 years as a special investigator for the Boston Police Department. In his new position, Mr. Davis will supervise the hospital guard force and general investigations under the direction of Security Chief Del Lewis.*

Women's Softball

The Deaconess will be represented on the diamond by a women's softball team this year, coached by Don Smith of the Deaconess's Shields Warren Radiation Lab. Their current record is 1-1.

Students Tour Labs

As part of **National Medical Laboratory Week,** 80 Brookline High School chemistry students recently toured the Meissner pathology laboratories for an out-of-the-classroom observation of science at work. Chief Medical Technologist Joanne Casella organized the demonstrations.

Congratulations

Lilla Anderson, who retired after 36 years as a histology technician at the Cancer Research Institute, recently wed Leo Cullen. After a honeymoon trip to Bermuda, the couple will live in Nahant (MA). Lilla's friends will be pleased to know that at her wedding she wore the charm bracelet of Deaconess service pins given to her at retirement.

Dietary Doings

Dietary Supervisor **Deborah Sargent-Boothroyd** was registered as a dietetic technician by the American Dietetic Association this month.

Director of Dietetics **Joyce Tower** recently lectured at the Massachusetts General Hospital's continuing education program on "Formative Evaluation in Early Clinical Education". She was also a site vistor for the American Dietetic Association's evaluation of Vanderbilt University's dietetic internship program from April 24-27.

Department of Dietetics Education Specialist **Lynne Ometer,** M.S., R.,D., discussed "Nutritional Audit" at the spring meeting of the New England Dietetic Association, in conjunction with the New England Hospital Assembly.

"Diabetes Therapy Update", a conference sponsored by the Joslin Diabetes Foundation and the NEDH Department of Medicine, will be held from 1-5 p.m. on Wednesday, June 6 in the Joslin Auditorium. All are welcome.

Hostesses

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something with my time. I try to vary my interests by taking swimming and disco lessons and a course in car repairs."

Mrs. Margaret Holtz, a Chestnut Hill resident, became interested in the Deaconess seven weeks ago through a friend who works in the hospital thrift shop. While raising three children, Mrs. Holtz was involved in amateur ice skating activities in the Boston area since one of her children became a well-known figure skater. Mrs. Holtz is also a member of the Women's Republican Club of Brookline. Along with the other volunteers, Mrs. Holtz finds "the people I meet and work with are charming and the Deaconess treats us very well."

Rosa

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someone who could help her get a job. The nursing home residents weren't used to foreigners and didn't want her in the kitchen, so Rosa kept to herself, eating potato chips for dinner in her room because she was afraid to go into a restaurant.

One evening Rosa wrapped a package in her room to send home to her family. The residents used the crackling of the brown paper as an excuse to complain that she was too noisy and asked her to leave. Not understanding what they meant, Rosa would listen carefully, nod her head, answer, "Yes, thank you," and close the door. Finally, a woman from an employment agency visited Rosa and explained the situation to her in Spanish. The woman had a friend in Concord (MA), who needed housekeeping services so Rosa decided to accept the offer.

Her new employer never treated Rosa like a servant, but enrolled her in school, ate lunch with her and taught her English. The woman moved to England in 1966, and wanted Rosa to go with her but Rosa decided to stay behind since her younger sister had moved to this country as well.

Rosa moved to Cambridge to work in a mailing house and, for the first time in this country, her life included more than her room and her work. After five years she was no longer afraid of being misunderstood, and now she could socialize with her sister and make other friends. But the nervous tension over the changes in her life had taken their toll. In 1968, weighing only 98 lbs., she returned home for four months to gain strength. The family feared that her returning to the U.S. would kill her, but Rosa was persistent even when it meant the final wrenching break with her boyfriend.

"Security doesn't come until you learn the language completely," said Rosa, "At first I was afraid to open my mouth because I might get into trouble, but by then I felt the United States was my country. I belonged there." She returned to the States to do clerical work for a few years, while she searched for something more challenging.

She started by studying hairdressing at the Mansfield Academy and working part-time at the Arlington Beauty Shop, eventually moving into a full time position. She left that shop in 1975 to open her own business, Rosa's Creative Beauty Salon, in Cambridge. She joined the Deaconess in November 1978 where she works six hours a day with patients and employees in addition to several more hours each week in her Cambridge shop. Rosa now feels her life is complete and she has a husband, John, and two children, Eduardo (4) and Michelle (2).

Rosa, 38, calmly recounts her life experience in the U.S. without a trace of bitterness, "Life was difficult at first, said Rosa, "but I had met Americans in Ecuador and I knew they were nice. I kept telling myself that at this point I happened to be meeting bad people — I knew I'd find someone to help me if I kept looking."

New England Deaconess Hospital **pulse**

The New England Deaconess Hospital is a 489-bed and 14-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the general medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

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National Hospital Week

"The Voluntary Effort - It's Working For You" was the theme of National Hospital Week, May 6-12, in Massachusetts this year. The Voluntary Effort (VE), is a coalition of hospitals, physicians, health insurers, health industry suppliers and representatives from government, business and consumer groups. Their aim is to provide national leadership for an all-out assault on rising health costs. In Massachusetts last year the rate of hospital cost increases was held to 9.6% compared to the 12.8% increase nationally.

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